

Healthy Indiana Plan

Health Plan Summary



Contact Information

Member Services: 1-866-408-6131

Transportation Service:

1-800-508-7230

Pharmacy: 1-866-408-6131

Hospitals and

Specialists – Other Providers:

1-800-345-4344 or www.anthem.com

Provider Services: 1-800-345-4344

TTY/TDD: 1-866-408-7188

Website:

www.anthem.com/inmedicaid

Hours of Operation:

8 a.m. to 8 p.m. EST

Monday–Friday

Nurse on-call

24 hours/day – 7 days / week

1-866-800-8780

Our nurses help you with questions about your health.

POWER Account Contributions

You can make payments to your POWER Account in one of these ways:

- Employer contributions
- Credit card by calling Customer Service
- Automatic bank draft
- Check or money order
- Cash or debit card at any Indiana Wal-Mart store
- Online payment
- Payroll deduction



Contact Information

Member Services: 1-877-647-4848

Pharmacy: 1-877-647-4848

Hospitals, Provider Services, and Specialists – Other Providers:

1-877-647-4848

or www.mhsindiana.com

TTY/TDD: 1-800-743-3333

Website: www.mhsindiana.com

Hours of Operation:

Member and Provider Services call center: 8 a.m. to 8 p.m.

Referrals and Authorizations call center: 8 a.m. to 5 p.m., closed for lunch from 12 p.m. to 1 p.m.

MHS Disease Management: 8:30 a.m. to 5 p.m.

After hours, you can leave a message. We will return your call the next business day.

Nurse on-call

24 hours/day – 7 days / week

1-877-647-4848

Our nurses help you with questions about your health 24/7.

POWER Account Contributions

You can make payments to your POWER Account in one of these ways:

- Cash, check, or money order
- Debit or credit card
- Cash or debit card at any Indiana Wal-Mart store (coming soon)
- Electronic Funds Transfer (EFT)
- Payroll deductions by your employer
- Western Union
- Via the MHS website www.mhsindiana.com



Contact Information

Member Services:

1-800-356-1204 or 317-630-2831

Pharmacy: 1-844-336-2677

Hospitals, Provider Services, and Specialists – Other Providers:

MDwise.org/healthyindiana/providersearch or call 1-800-356-1204 or 317-630-2831

TTY/TDD: 1-800-743-3333 or 711

Website: MDwise.org/healthyindiana

Hours of Operation:

8 a.m. to 8 p.m. EST Monday–Friday

For non-urgent calls, you can leave a message after hours. We will return your call the next business day.

Nurse on-call

24 hours/day – 7 days / week

1-800-356-1204 Press Option 1, then Option 4

Our nurses help you with questions about your health.

POWER Account Contributions

You or your employer can make payments to your POWER Account in one of these ways:

- Check or money order
- Credit or debit card payments by phone
- Cash or debit card at any Indiana Wal-Mart store (coming soon)
- WISEpay system at MDwise.org for:
 - Electronic credit or debit card payments online
 - Automatic payroll deduction
 - Automatic bank draft
 - Automatic clearinghouse (ACH)
 - Electronic funds transfer (EFT)

Note: Your employer or a non-profit organization can make your POWER Account Contribution for you.



Care Management Services

We provide care management services to help you get the right health care services at the right time.

Disease Management Programs

We offer programs to help you and your family members understand and manage health conditions like:

- Asthma
- Attention Deficit Hyperactivity Disorder (ADHD)
- Autism/Pervasive Developmental Disorder
- Chronic kidney disease
- Chronic obstructive pulmonary disease (COPD)
- Congestive heart failure
- Coronary artery disease
- Depression
- Diabetes
- Heart failure
- Hypertension

Enhanced Services

Free transportation to covered medical providers including your physician's office.

\$20 gift card for completing health needs survey online / **\$10 gift card** for completing by telephone

Free member education meetings

Community resource coordinators to connect you to other community resources.

Educational Programs

We're here to help! You deserve our personal attention when it comes to your health. Of course, you can reach us by phone at any time you have questions about your health plan.

To get you off to a good start, we offer weekly **New Member Education Meetings** at various sites in the state. The more you know about your health plan, the better you will understand how it works.

Come meet our friendly staff. Learn about your benefits and POWER account and ask any questions you may have to get the most from your health plan. We can help you connect with community resources you can use for your other needs as well.

You can count on us to help you make decisions that can improve your health and access the care and help you need.



Care Management Services

We offer programs to help you and your family members understand and manage certain health conditions.

Disease Management Programs

We offer programs to help you and your family members understand and manage health conditions like:

- Asthma
- Autism/Pervasive developmental disease
- Attention Deficit Hyperactivity Disorder (ADHD)
- Chronic kidney disease
- Congestive heart failure
- Coronary artery disease
- Depression
- Diabetes
- Special healthcare needs

Enhanced Services

Preventive Care & Healthy Rewards

Members can earn dollar rewards by completing their health needs assessments and staying up to date on preventive care. Rewards can be used to buy things like healthy groceries, personal items as well as over the counter drugs like cough medicine and pain relief.

MemberConnections® can help explain your health coverage and connect you to other community resources.

MHS Family Education Network is a partnership with the Indiana Minority Health Coalition to provide in-person benefit education for members.

Connections Plus® & SafeLink programs provide a cell phone to our members who do not have a reliable telephone.

Care Management Programs

- Children with Special Needs Program
- Start Smart for Your Baby®
- MHS Special Deliveries Program
- First Year of Life Program
- Stop Tobacco Use Counseling

Electronic Communications

Website Secure features member portal, free health library, benefit, wellness and provider information.

Emails and texts provide member, educational and health information as well as community outreach updates.



Care Management Services

We offer care management services to help you get the right health care services at the right time.

Disease Management Programs

Be INcontrol of your health. INcontrol is a program to help our members manage health conditions they have such as:

- Asthma
- Attention Deficit Hyperactivity Disorder (ADHD)
- Autism/Pervasive developmental disease
- Chronic kidney disease
- Congestive heart failure disease
- Coronary artery disease
- Depression
- Diabetes

Enhanced Services

Free, unlimited preventive care services with no charge to your POWER account.

MDwise Rewards Program Earn points for a variety of activities and then shop for rewards once the activity is completed. Some activities include: signing up for myMDwise Member Portal, getting your yearly physical exam and making monthly payments on time.

myMDwise Member Portal is an online tool available 24 hours a day, 7 days a week at MDwise.org for viewing your POWER account balance, pharmacy claims, preventive service information, making payments to your POWER account through WISEpay, general account information and more.

Health Survey Your health information will help us help you. Complete a health survey online at MDwise.org or by calling a MDwise representative.

Special Programs MDwise offers many extra programs to help you and your family stay healthy.

Educational Programs

WEIGHTwise helps you lose or gain weight, or stay at a healthy weight.

WELLNESSchats offers fun, educational community events where you can learn about good health.

HELPlink puts you in touch with health professionals that can help you with your family's health and well-being.

SMOKE-free provides you with free resources to help you stop smoking or chewing tobacco including the Indiana Quitline (1-800-QUIT-NOW).